WELCOME TO THE CLINICS AND SURGERY CENTER

The Clinics and Surgery Center is the biggest, boldest opportunity University of Minnesota Health has ever had to create a best-in-class experience for patients, providers and staff. Welcome to the future of healthcare.

It’s Right for Patients
Healthcare is changing and the Clinics and Surgery Center is setting a new standard for how ambulatory care is delivered. From convenient scheduling to visible collaboration and a welcoming environment, the Clinics and Surgery Center is designed to provide access, ease and value in every visit.

It’s Right for You
The Clinics and Surgery Center features innovative technology, systems and spaces that will allow you and your teams to reach new levels of efficiency, communication and collaboration. This welcome guide is intended to provide a quick reference to key facility and amenities information for a seamless transition into the Clinics and Surgery Center.

Thank you to all providers, staff and learners who contributed their time, talent and endless energy to making the Clinics and Surgery Center a success. Now is an exciting time to be a part of University of Minnesota Health.

Welcome!
Provider and Staff Entrances

- Valet departure door located in the northwest corner of the building, near the intersection of Ontario St. SE and Essex St. SE.
- Surgery departure door, which opens to the staff elevators and is located on the east side of the building near the corner of Essex St. SE and Erie St. SE.

ATM Available on First Floor
A US Bank ATM machine is now available in the first floor lobby near the cafeteria by the main entrance.

Supply Locations and Processes

Supply Needs
Supply rooms will be stocked with high usage items. Each clinic’s supply delegate will communicate needs with the Supply-On-Demand staff. Contact your supply delegate if additional supplies are needed.

Call Central Supply, 612-626-4024

For supply room changes, bedside cart changes or other sourcing and special requests regarding disposable supplies: contact your inventory specialist via email or Vocera. Supply Chain will prioritize these requests and organize the work based on needs and workloads.

Ben Begna – Advance Treatment Center
Cole Newland – Surgery Center
Dani Kingdom – 1st Floor Clinics
Kristen Seely – 2nd floor north clinics
Ryan Kellogg – 3rd Floor Clinics
Francis Njila – 4th floor Clinics and 5th floor clinics

Normal acknowledgment times for non-urgent requests are 24-48 hours.

Additionally, please do not remove, add or move things around in bedside carts or supply rooms without supply chain approval; it will lead to stock outs and non-orders.

For mobile equipment needs, call UHS, 612-655-5082

Nurse Server Carts
Nurse Server Carts will contain a limited amount of clinic-specific high usage items. Supply chain staff will replenish nurse server carts after clinic hours.

Office Supplies
Office supplies will be provided in care units and collaborative spaces for your convenience. Contact the reuse store staff with special requests.

Pneumatic Tube System
The Pneumatic Tube System located in clinic areas is for the quick transport of items throughout the facility.

Quick Facts:
- Use for blood sample and body fluid specimens, blood products, central supply products, documents (medical records and forms) and medications.
- Follow guidelines for contamination and damage prevention protocol.
• Take necessary precautions if leakage or breakage has occurred.
• Notify Facilities Service Help Desk at 612-676-4000 for outside leakage.

**Fulton Street Café**
The online ordering and delivery is now available at [mhealthcsc.catertrax.com](http://mhealthcsc.catertrax.com). Remember you can order online for 11:30 a.m., 12:30 p.m. and 4:30 p.m. deliveries to the third and fourth floor staff amenity spaces; orders should be placed one hour in advance. Orders can also be placed online for pick up at the café on first floor during regular hours: Monday - Friday, 6:45 a.m. - 5:45 p.m.

**Other Food Deliveries**
Please instruct food deliveries to use the surgery exit on Essex and Erie; no food deliveries should arrive in the plaza entrance. You must meet delivery people on first floor to pick-up food.

**Refrigerators Cleaned Every Saturday**
To ensure a clean and welcoming work environment for all providers and staff, all refrigerators in the staff amenity spaces (floors 1 - 5) will be cleaned by housekeeping staff every Saturday. Everything in the refrigerators at the time of cleaning will be discarded.

**Mailroom, Deliveries and Courier Services**
Incoming and outgoing U.S. mail, campus mail and non-medical courier deliveries (including HIM) will be managed by the Clinics and Surgery Center Mailroom, which is located on the first floor next to the staff/surgery elevators in the northeast corner of the building.

Mail will be delivered daily for each clinic in designated locations on each floor. Clinic staff will pick up mail from designated locations and distribute to providers and staff.

Clinic staff will complete daily pick-up from these designated locations and process outgoing items as appropriate.

**Smoking Policy**
The University of Minnesota is a smoke- and tobacco-free campus, and smoking is prohibited in and around the M Health Clinics and Surgery Center. Please help us comply with this policy and keep our facility clean and welcoming by not smoking on the grounds and encouraging others to do the same.

In addition, the Argyle House on Essex Street SE to the North of the CSC is private property and smoking is not allowed on the grounds or sidewalk. Please help us be good neighbors and avoid smoking near the Argyle House.

**Elevators**
Providers and staff should use the staff elevators that are located off-stage in the Northeast corner of the building, unless you are escorting a patient or guest. Using the staff elevators helps keep the patient elevators from getting crowded and ensures a good patient experience.

**Requests for Discovery Experience and Staff Lounge Screens**
Providers and staff can submit requests for content on patient-facing and employee lounge monitors, by sending an email to clinics-surgerycenter@mhealth.org. Please include the following information in your request: basic details of content desired, images as needed, publication date required and locations desired (specific clinic screens, throughout the building, employee-only, etc.) Requests will be reviewed and approved by marketing, communications and clinic leadership; content will be developed and published once approved.

**Wheelchairs**
Wheelchairs should be returned to the first floor wheelchair bay at the end of every day. Oxygen tanks used on wheelchairs should also be returned to storage racks.

**Oxygen Tanks**
For safety and compliance reasons oxygen tanks must be stored in racks and should not be left on the floor.
Oxygen Workflow: CSC

Purpose: Safe utilization, storage, and maintenance of portable oxygen tanks within the M Health Clinics and Surgery Center.

Supply Chain Responsibilities
1. Placement of oxygen tank holders in all designated locations. (Red and Green in color signifying “full and empty” tanks.
2. Ensure full oxygen tanks are available on Green side of holder each day.
   a. Agreed upon locations include:
      i. 1st floor: Wheelchair alcove in lobby and Imaging equipment room 1-213
      ii. 2nd floor: Equipment Rooms 2.336 (Hallway 2D) and 2.231 (ATC Bay 3)
      iii. 3rd floor: Equipment Rooms 3.442 (Hallway 3D) and 3.184 (Hallway 3J)
      iv. 3rd floor D&T: Clean Room 3.271
      v. 4th floor: 4.436 (Hallway 4D) and 4.148 (Hallway 4J)
      vi. 4th floor D&T: Storage 4.226
      vii. 5th floor: 5-186 PACU Equipment Room
3. Replacement of used/empty oxygen tanks to maintain an adequate number of full tanks both on call from clinic staff and during routine daily rounding of storage locations.
4. Ensure a walkabout on wheels is present in every clinic clean supply room and wheelchair alcove on 1st floor and do not have an oxygen tanks on them (oxygen tanks should always be in designated green or red holders.

Clinical Staff Responsibilities
1. Prior to taking oxygen tank from green holder, check oxygen level of tank confirming full and that the black cylindrical tip is in place. If a tank in the green holder does not have a black cylindrical tip in place, assume tank has already been used and place it in red tank holder. Begin process again taking tank from green holder with black cylindrical tip in place.
2. Return oxygen tank to red tank holder in closest designated area:
   i. 1st floor: Wheelchair alcove in lobby and Imaging equipment room 1-213
   ii. 2nd floor: Equipment Rooms 2.336 (Hallway 2D) and 2.231 (ATC Bay 3)
   iii. 3rd floor: Equipment Rooms 3.442 (Hallway 3D) and 3.184 (Hallway 3J)
   iv. 3rd floor D&T: Clean Room 3.271
   v. 4th floor: 4.436 (Hallway 4D) and 4.148 (Hallway 4J)
   vi. 4th floor D&T: Storage 4.226
   vii. 5th floor: 5-186 PACU Equipment Room
3. Contact supply chain to pick up empty/used tanks and restock full oxygen tanks prior to full tank holder becoming low (less than 3 tanks).
4. To use walkabout on wheels: Retrieve walkabout from clean supply room and place full oxygen tank in holder utilizing above steps (checking oxygen levels, confirming black cylindrical tip in place). If there is already an oxygen tank present in the walkabout, do not use. Assume tank is used, removing tank and placing in nearest red oxygen tank holder location.
5. Place full tank in walkabout for patient use.
6. Following discontinuation of oxygen therapy utilizing walkabout, return oxygen tank to red tank holder in closest designated area. See above for designated areas. Per regulatory statutes, a used oxygen tank is considered empty.
7. No wheelchair should be stored with an oxygen tank in place. Upon finding a tank in an unused wheelchair, check if black cylindrical tip is intact on tank, check oxygen levels to ensure full and return to nearest green tank holder location. Otherwise return to nearest red tank holder location.

Concierge Staff Responsibilities:
1. Concierge staff will routinely monitor first floor wheelchairs and remove any oxygen tanks to their appropriate storage holder (red or green).
2. Concierge staff will check first floor at start and end of day to ensure tanks in each storage holder are in appropriate holder (Full or empty).

General Reminders:
   a. “Grab the green”. When an urgent patient need arises, remember to always grab from the green oxygen tank holder to ensure an adequate oxygen supply.
   b. If black, cylindrical tip is present: tank is full. If tip is gone: tank is empty.
   c. If you take an oxygen tank to use, you are responsible for checking the oxygen levels EVERY TIME (even if black tip is present).

Service Requests for All Medical Devices
Clinical Engineering, consisting of the Biomedical and Imaging Engineering service teams, is responsible for the repair and maintenance of all medical devices. All requests for service should be submitted to either: Imaging: 877-782-3647, available 24/7 or Biomed: 612-273-5533, available 7am-3:30pm M-F, 612-899-9881, emergency for all other hours and days.
SHRED IT Bin Retrieval Process
A delegate, clinic manager or supervisor must be present if you need to access a SHRED IT bin; facilities will not open SHRED IT bins without appropriate supervision. If you need to retrieve paper mistakenly placed in a SHRED IT bin, here are the steps:
1. Contact your floor delegate to access the bin (all delegates have SHRED IT bin keys)
2. If you cannot reach your floor delegate, call the admin of the day
3. If the admin of the day is not available, contact your clinic manager or supervisor

Important Phone Numbers

Facility Help Desk: 612-676-4000

IT Help Desk: 612-672-6805
All technology-related inquiries also may be submitted online via incident report using the Technology Service Center Service Now form found at https://fairview.service-now.com.

Security: 612-273-4544
Emergency: 911
Dial 911 or press the emergency button on phones for emergencies, including: active violence, threats, assault and theft.

CSC Production Team

TEAM CONTACT INFORMATION:
• Group email - CSCProductionTeam@umphysiciansumn.edu
• Phone number - 612-676-5088
• Pager number - 612-899-1360

At least one member of the team is present in the CSC 6 a.m. to 5 p.m. M – F; hours to be extended if needed.

PRODUCTION TEAM SUPPORT FUNCTIONS INCLUDE:

Templating Requests: Please use the standard template change request and submit to the CSCProductionTeam@umphysiciansumn.edu email.

Provider Clinic Cancellations, over or under 60 days: To request provider clinic cancellation, clinic managers email the CSCProductionTeam@umphysiciansumn.edu email with the following information:
• The following clinic has been approved to be closed, please close the clinic:
  o Clinic date:
  o Clinic start/stop time:
  o Provider Name:
• If the provider would like to open up a new clinic to offset their closure, please include the additional clinic date/time.
• An email will be sent from the CSC Production Team to the Floor Delegate, Clinic Manager and Clinic Coordinator Supervisor.
Provider Sick Calls: Providers should call the Production Team at 612-676-5088 when they are going to be out sick from the CSC.

Care Connect Badge requests
- For provider and new employee badges email: CSCProductionTeam@umphysicians.umn.edu
- For patient badge page: 612-899-1360 “need badges floor x”

Phone Number for Call Backs
Use seven digit phone number for all call back for 888 or 911 or paging. Prefixes are not known for CSC. Remember to provide the full 10-digit phone number for return calls for 888, 911 or paging. Do not use your 5-digit pager number for call backs because the CSC prefixes are not well known.

Paging
Remember to send your 10-digit phone number for return calls when paging providers and staff. Do not send your 5-digit pager number for call backs. There are many 5-digit extensions at the U of M that begin with “6”, as our pager numbers do, so the 10-digit phone number is the best number to send in a page.

Dialing Long Distance
A long distance code is required when making a long distance call from any phone in the building. Your clinic code should be used regardless of which phone you use to make the call from. Clinic codes can be found in the tip sheets below.

Faxes and Phones
Outbound faxing from the CSC can be done manually. Simply enter 1+10-digit destination fax number (e.g. 1-XXX-XXX-XXXX). These tips have been attached to each fax machine.

Media Requests
Physicians and employees who are contacted by the media for any purpose should call the Academic Health Center’s David Martinson at 612-624-7403; dpmartin@umn.edu. He serves as a media relations resource and will provide information and guidance, then notify appropriate business leaders.

To Place a Call
Internal
- Dial * followed by the 5-digit extension to place a call within the clinic or hospital.

External
- Local – Dial 9 followed by a 10-digit number to place a call to an outside location.
- Long Distance – Dial 9 + 1 followed by a 10-digit number.

Faxes
Outbound faxing from the CSC can be done manually. Simply enter 10-digit destination fax number (e.g. XXX-XXX-XXXX). Faxing is now done through the IQfax icon

- Entire 10 digit number needs to be entered
- Do not enter a 9 before the number
- A 1 is needed for long distance
- No long distance code
- No confirmation page will print
- There is no phone book
- Ignore Retain and Refresh
Workplace Etiquette:

- Whenever you use a space, leave it clean and ready for the next user. Wipes will be available to clean workstations regularly.
- Be mindful of noise levels in shared spaces. Avoid speakerphone use in shared spaces.
- Coats, shoes/boots and other personal items should be kept in personal lockers and not stored at workstations.
- Be mindful of food odors, noise and potential mess. Providers and staff are encouraged to eat in the staff lounge areas. Only dry, single-serve snacks and covered beverages will be permitted in the collaboration areas.
- Some colleagues have severe contact-based nut allergies. Do not eat nuts at workspaces with keyboards where allergens can become trapped and trigger an allergic reaction. Please eat nuts in break areas where the flat surfaces are cleaned frequently.

Employee Expectations

A guiding principle for the Clinics and Surgery Center is the separation of the “on-stage” public and patient care environments from the “off-stage” provider and staff work areas, including the collaboration, touchdown and staff lounge spaces.

“On-stage” Expectations

We uphold a philosophy that focuses on patient care and experience:

- Be aware of patients and families at all times; notice if someone needs assistance.
- Make eye contact and greet people as appropriate.
- Demonstrate behavior of service and respect.

We monitor our conversations:

- Remember HIPAA and professionalism.
- Remind each other by saying, “Let’s take this off-stage.”

We do not use personal technology devices when “on-stage”:

- Personal devices may only be used in “off-stage” areas.
- Computers in “on-stage” areas are for business use only.

We promote a quiet, calm and clean patient care environment:

- Food should only be kept and consumed in “off-stage” areas.

We C.A.R.E (Communicate. Anticipate. Restore. Empower)

- See page 16 for full C.A.R.E information

“Off-stage” Expectations

- Ensure doors to collaboration or other “off-stage” areas are closed so that patients and families cannot hear confidential conversations.
- Patients and families are not to be in “off-stage” areas without staff escort.

Food and Drink:

- Transport in a proper container with a lid.
- Use staff elevators when carrying food.
Scent-Free Building
Please be mindful that the CSC is a scent-free building. Perfumes and other strong personal scents are not permitted because they cause discomfort to co-workers and patients with allergies.

Touchdown Space Usage
• Please remember, Touchdown Spaces are not permanently assigned; personal items should not be left in Touchdown Spaces.
• Providers and staff are responsible for cleaning up Touchdown Spaces after each use; doing so will ensure the next person using the space feels comfortable and welcome.

Mealtime
• Providers and staff should use the staff lounge areas for mealtime; please do not eat meals in the patient waiting areas.
• With limited space in the café on first floor, please be aware of patients and visitors who may be waiting for a place to sit.
• Online ordering will soon be available from Fulton Street Café. For provider and staff convenience, orders will be delivered to the staff lounge areas.
• Please remember, only dry, single serve snacks and covered beverages will be permitted in the collaboration spaces.
• To protect co-workers with nut allergies, please do not bring snacks containing nuts.

Furniture Usage
• Please do not move furniture in the patient waiting areas or care team work spaces.
• If you need to move furniture for a work-related purpose, please return it.
• Although there are 10 work stations in each collaboration space, there should only be eight chairs; four work stations are sit-to-stand.
• If you move chairs into the collaboration space during clinic, please return the chairs to where you found them.

Elevator Usage
• Providers and staff should use the staff elevators that are located off-stage in the Northeast corner of the building, unless you are escorting a patient or guest.
• Using the staff elevators helps keep the patient elevators from getting crowded and ensures a good patient experience.

Restrooms
• All providers and staff should use back-of-house restrooms, leaving the front-of-house restrooms for patients and families.

Uniforms
Uniform guidelines are now enforced and the general dress code policy continues to apply for staff at the CSC: UMPhysicians and Fairview policies.
• University of Minnesota Health (M Health) logo will be used for all clinics in the CSC. UMP-owned clinics will continue to use the University of Minnesota Physicians brand.
• A branded jacket will be available for purchase through Fairview store (black or grey only) for all positions.

Guidelines by role
Rooming Staff, RN, Lab, X-ray, All Techs
• M Health branded maroon scrubs - top and bottom
• Only black long sleeve shirts will be allowed under all scrub tops
• Branded scrub jackets are available in maroon only
• M Health Service Line branding as appropriate

RN Care Coordinator
• M Health branded lab coats with business attire

Clinic Coordinator and Peri Op Coordinator
• Black pants or skirt
• Black shoes
• M Health branded maroon dress shirt or polo shirt

Patient Concierge role
• Grey blazer or vest
• White dress shirt
• Black pants or skirt
The work environment at the Clinics and Surgery Center was designed to support our interprofessional approach to patient care and foster collaboration among care team members. A number of flexible, open workspaces are available for individual use or for providers and staff to work together.

**Collaboration Spaces**
The collaboration spaces in the clinic modules are large, flexible work areas which will serve as the primary location for care teams to work together while seeing patients. Each collaboration space features 10 workstations, including five sit-to-stand stations, with computers, phones, fax machines, printers, mail slots and storage. These are spaces for work related to patient care, teaching, research, treatment plans and interprofessional collaboration, including reviewing/editing patient records, discussing specific cases and teaching residents. Close doors as needed to ensure patient privacy.

Guidelines for collaboration spaces include:
- Only dry, single-serve food items and covered beverages are allowed. Food items for sharing with the team or potlucks can be labeled for the team and placed in the nearest touchdown area or staff lounge
- Limit noise; do not play music
- Maintain awareness of the Care Connect monitor
- Keep personal items (bags, coats, boots, etc.) in lockers
- Leave the collaboration spaces clean and ready for the next users; do not leave any personal items when you go

**Touchdown Spaces**
Touchdown spaces are located on the perimeters of each floor. They are personal work spaces for your use to complete work outside the clinic (teach/education, charting or dictation, patient follow-up and phone calls) that support both privacy and communication.

Quick Facts:
- There are 246 shared touchdown spaces
- Hoteling lockers are available near all touchdown spaces
- We request that you don’t hold a spot for more than a 30-minute break
- Make sure to wipe down touchdown spaces after eating. Beverages should be covered.
- While it is expected that staff will make phone calls in the touchdown area, please be mindful of noise. For example, if you know you will be calling a patient who is hard-of-hearing, you might check if a private touchdown space is available.
**Private Touchdown Spaces**
There are 33 private touchdown spaces that can be reserved in Outlook. These rooms are intended for private conversations, phone calls or sensitive/confidential work. Groups of managers and directors will share access to certain private touchdown spaces for situations involving the immediate need for potentially sensitive conversations.

**Meeting Rooms**
Conference rooms are for use by Clinics and Surgery Center providers and staff for meetings and can be reserved in Outlook. Please book the smallest room that will meet your needs and cancel any reservations that won’t be used. Potlucks should take place in staff lounges and not conference rooms. There are a total of 14 meeting rooms of various sizes as follows:

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<tr>
<th>BUILDING LEVEL</th>
<th>SMALL CONFERENCE</th>
<th>LARGE CONFERENCE</th>
<th>MULTI-PURPOSE</th>
<th>MEETING ROOM</th>
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**SMALL CONFERENCE ROOMS** (capacity 6 – 10 around the table)
AV capabilities: wall monitor with touchscreen capability, CPU with wireless keyboard and mouse, in-ceiling speakers, Polycom voice-conferencing phone, video conferencing, Mobile device (laptop, tablet, smart phone) connectivity via ShareLink to the in room monitor

**LARGE CONFERENCE ROOMS** (capacity 10 – 14 around the table)
AV capabilities: wall monitor, CPU with wireless keyboard and mouse, in-ceiling speakers, Polycom voice-conferencing phone, video conferencing, mobile device (laptop, tablet, smart phone) connectivity via ShareLink to the in room monitor

**MULTI-PURPOSE ROOM** (capacity 16 – 20 around the table)
AV capabilities: wall monitor, CPU with wireless keyboard and mouse, in-ceiling speakers Polycom voice conferencing phone, video conferencing, mobile device (laptop, tablet, smart phone) connectivity via ShareLink to the in room monitor*Fifth floor provider and staff lounge is a hybrid room with video capabilities on the east and west ends.

**MEETING ROOM** (capacity 10 around the table), located in the Diagnostic and Testing Blocks on 3rd and 4th floors
AV capabilities: wall monitor, CPU with wireless keyboard and mouse, Polycom voice conferencing phone, mobile device (laptop, tablet, smart phone) connectivity via ShareLink to the in-room monitor.

**About Room Scheduling**
Room scheduling touch panels are deployed at the CSC for all conference rooms, consult rooms and private touch down rooms. They can be used to schedule ad hoc meetings for the current day only. All future meetings should be scheduled directly in Outlook. All M Health staff (Fairview/UMP) have access to search for open rooms and to schedule them in Outlook. External resources (U of M staff) will be provisioned separately to schedule rooms at the CSC.
**How to Schedule**

1. The panels will be green if they are available for an ad hoc meeting, red if they are currently scheduled. To schedule an ad hoc meeting from the touch panel, touch the reserve button in the lower left corner to open the user authentication screen.

![Available](image1)

2. Enter your user id (Fairview/Epic) to authenticate. This is typically the first letter of your first name, the first 5 letters of your last name and a number, tap above the on screen keyboard to make it disappear, then touch the Authenticate button.

![Authenticate](image2)

3. The meeting appointment screen will appear. Enter the start and end times, they can be adjusted by 30 minutes by touching the plus or minus symbols. All rooms available for the times entered will appear in the room drop down list. Select a room. Enter the name of the appointment in the subject line, tap above the on screen keyboard to make it disappear and then touch the save button.

![Appointment](image3)

4. The appointment will now appear on the room calendar and in Outlook.

![Outlook Confirmation](image4)

The Outlook confirmation will be similar to what is shown below.
Lockers
There are 1,100 full height lockers distributed throughout the Clinics and Surgery Center. Provider and staff lockers will be assigned, with priority going to staff that work full time in the building. There also are 800 personal storage-sized lockers with programmable locks adjacent to touchdown spaces throughout the building.

Hoteling lockers located on each floor will be available for short-term use. Please do not store any perishable food in lockers or affix anything to the outside door.

How to operate programmable locks
To close:
1. Select any available/open locker. Red light will flash for lockers already in use
2. Press “ZEPHYR” button
3. Enter self-selected 4-digit passcode
4. Press “ZEPHYR” button

To open:
1. Press “ZEPHYR” button
2. Enter your self-selected 4-digit passcode
3. Press “ZEPHYR” button

The bolt stays open and the previous passcode is erased.

Open and close by RF Key Card Key: Press “ZEPHYR” button and touch the control card or user card to the lock face.

Additional Locker tips
- Don’t touch the latch lift until you hear the lock bolt stop moving. If the latch comes in contact with the bolt, it puts the lock into error mode, which must be cleared with a management card.
- Be careful entering your code to open your locker when you arrive. It is easy to accidentally enter the wrong numbers. For example, you could quickly enter 3334, when you intend to enter 3344 and when you return to your locker, you will have problems opening it.
- Don’t overload lockers and keep purse and backpack handles away from the lock bolt, as they can interfere with the bolt and cause the lock to go into error mode.

Locker support
If you have difficulty with your locker or a hoteling locker, help is always available. Please use these guideline to call for help:
- M - F, 6 a.m. - 5 p.m., call the CSC Helpdesk, 612-676-4000, select option 5, 1. Facility support will be immediately dispatched.
- M - F, 5 - 9 p.m., call the CSC Helpdesk, 612-676-4000, select the option 5, 2. Your call will be routed to a facilities mechanic who is on site to respond.
- In addition, the staff members are able to help with lockers:
  - Marlene Pechan and all Operations Directors
  - Concierge team
  - Kathy McNeil and Jodi Doud
- Saturday: contact the concierge staff or Admin-of-the-day
- Sunday: contact concierge staff
Staff Lounges
Staff lounges are vertically connected across floors, promoting a sense of community within the building. These spaces are designed with flexibility to host large meetings for staff, individual work sessions and informal meetings with colleagues. Additionally, staff lounges allow for interactions with others who work in the building that may not otherwise occur, promoting a fun and collaborative environment.

- Floor 2, 3, 4 Amenities
  - Each staff lounge includes both industrial and household refrigerators with capacity for 200+ lunches.
  - Please only store one day’s worth of food.
- Floor 5 Amenities
  - Includes three industrial-sized refrigerators and one freezer for 300+ lunches.
  - The staff lounge on floor 5 is equipped as a multipurpose room, including a monitor and AV capabilities.

Lactation Rooms
Lactation rooms are located on floors 2-5.

Care Connect System
Care Connect badges will provide important information including the location of patients and care teams, the duration of patient wait time and room availability. Badges will decrease the need for communication around operational aspects of patient visits, enabling providers and staff to spend more time collaborating around patient care plans.

Quick Facts
- Staff will receive your assigned badge upon move-in.
- Provides location of patient and care teams in four different list views: waiting room, patient centric, exam room and clinic map.
- Displays patient wait times and available exam rooms.
- Should be worn at shoulder height with button facing out.
- Clean routinely for 15 seconds with provided sanitation wipes.
- Contact the facility help desk (612-676-4000) for low battery alerts or to restock badges.

Care Connect Alerts
The badge features three alerts:
- !Waiting Alert
  - Signals a patient has been in the waiting room for 15, 30 or 45 minutes past their appointment time.
  - To cancel this alert: Staff badge and patient badge must be in proximity for 15 seconds. Once the location has registered, the care team member may press the button located on the front of the staff badge to disarm.
- !Alone Alert
  - Signals a patient has been alone in an exam room for 10, 20 or 30 minutes.
  - To cancel this alert: Staff badge and patient badge need to be in proximity for 15 seconds; pressing the button is not necessary.
• Physician Needs Assistance Pop Up
  - Physicians in the exam room with a patient may press the button located on the badge to call for help.
  - To cancel this alert: RN or rooming staff must be in proximity of the patient and physician in the exam room; pressing the button is not necessary.

**Care Connect Manual**
The CSC Production Team maintains the Care Connect Manual. Please contact the CSC Production Team (CSCProductionTeam@umphysicians.umn.edu) with questions or feedback.

**Patient Care Connect Badges**
Patient badge assignment will be done in the EPIC system prior to their clinic appointment. Patients must wear badges for the duration of their visit in order to collect location information and help the appointment progress. Before leaving the building, the patient must remove their badge and place it in the badge drop box near the exits. Providers and staff should remind the patient of this important action before leaving.

**Lync Instant Messaging**
Lync instant messaging will be used in workflows to facilitate communication between care teams. Presence feature allows other providers and staff to see whether you and your current contacts are available. Lync also allows group conversations and audio and video sharing. Lync is not Single Sign-On enabled.

**Moving IT Equipment**
Please do not move any IT equipment to different network jacks. Each piece of equipment is mapped to a specific jack and disrupting this process will cause additional issues.

**Keep Computers On**
In order for ongoing software updates, all shared computers must remain powered on. Please log-off when not in use, but do not shut down.

**Wi-Fi Access**
Patients should use: SSID: MH_GUEST | username: cscguest | password: guestcsc

For secure access, providers and staff should use: SSID: FV_INT_GUEST and individual MH/FV credentials. Faculty and residents and University employees can use the UMN secure Wi-Fi network.

**Tap-n-go (Single Sign-On)**
CSC computers are now secured with a Tap-n-Go login screen: Tap your badge to a reader:

Tap-n-Go will automatically log you into the workstation.
There are 2 main types of computers at the CSC:

**Shared Computers:**
- Pod’s, Intake, Exam Rooms, Nursing Stations, Collaboration space and other “Shared Computers”
- These computers are designed for “fast user” switching – do not use for personal use
- Computer will time out with 5 minutes of inactivity
- EPIC – you do not have to enter your ID or Password!
- Lync – do not “save the password” or “remember me” and be sure to logoff before Tapping-Out
- Office365 – be sure to logoff before Tapping-Out
- Microsoft Outlook – use from SecureGateway
- Use Securegateway to access any applications not installed on PC
- Access Q: drive – Launch Internet Explorer and click on Q & R Drive link in top right hand corner:

**Touchdown Space Computers:**
- These computers are designed for individual use
- Computer will time out with 15 minutes of inactivity
- Q: Drive and personal drives are mapped automatically
- Use Securegateway to access any applications not installed on PC
- Use for any personal business needs
- Tap Out – click Cancel and Switch User to clear out login screen for next user
  or
- Logoff using the Start Button
The Culture of C.A.R.E
The Clinics and Surgery Center will adopt C.A.R.E (Communicate. Anticipate. Restore. Empower) as a framework for
providers and staff to think about the patient experience.

When you are with patients:
• **Communicate** – Ask questions and listen to learn about the needs and concerns of patients. Understanding each
  patient’s unique perspective allows us to offer choices that work for his or her personal situation.
• **Anticipate** – Prepare for patients before they arrive at the point of care, whether it is at the clinic, lab or other
  area in the Clinics and Surgery Center. Looking through the list of expected patients, greeting patients by name
  and already having knowledge of their situation boosts positive patient experiences.
• **Restore** – Recognize and listen for possible patient discomfort, or the discomfort of a member of their support
  network, and offer ways to restore comfort.
• **Empower** – Give patients and their support network the tools and confidence to participate in their healthcare
  experience. Offer options based on the needs and learning style of the individual patient—such as online tools,
  alternate instructions, or contact information—that allow them control of their experience.

M Health Patient Promise
We are committed to helping you live a healthier future—every patient and family, every day.
We promise our patients:
• You will have a care experience that respects your needs and exceeds expectations.
• Your clinical care will be excellent. Your care team will listen, explain and make decisions with you.
• Your care team will be actively engaged, with each other and with you, to seamlessly coordinate care.

Patient Promise: E3
• **Driving Experience**
  1. I will treat patients and families with dignity and respect.
  2. I will create a culture where patient care comes first.
  3. I will deliver an exceptional care to every patient.
  4. I will communicate with patients and families and respect their privacy

• **Driving Excellence**
  1. I will drive a culture of safety.
  2. I will contribute to outstanding clinical outcomes.
  3. I will maintain and promote the highest ethical standards.

• **Driving Engagement**
  1. I will be a positive and collaborative team member.
  2. I will share our vision with patients and families.
  3. I will serve as a role model to colleagues, staff and trainees.
  4. I will treat all my colleagues with respect.
**Patient Privacy**

The Compliance and Risk Management recommends a few steps to ensure patient privacy at the Clinics and Surgery Center.

- Ask for ID at check-in to minimize the risk that patient identifiers will be overheard.
- Watch for patients and visitors waiting in the hallways near exam rooms and escort them to the waiting area to prevent access to the collaboration spaces and touchdown areas.
- Close doors to collaboration spaces during times of high traffic and noise volume.

As always, practice these universal safeguarding tips:

- Always lock your workstation when you step away from it.
- Speak in a quiet voice when discussing patient care, particularly when other patients or visitors are in close proximity and could overhear your conversation. Verbal questions to patients should be asked in a private setting outside the hearing range of other patients.
- Never leave your tablet or mobile device unattended in public areas.
- Keep a clean desk. Always store paper patient information in locked or monitored storage areas and dispose of it in secure shredding bins.
- Be aware of patients or unescorted visitors in collaboration spaces and touchdown areas and assist them in returning to public spaces.

**Patients and other visitors should not enter the staff lounges or touchdown spaces, if unattended by a care team member.** Be careful when entering badge-accessed areas to ensure that patients and visitors do not follow along and are left unattended in back-of-house areas. If you let a patient or visitor in through a badge-access door, you are obligated to escort them to a concierge or the location of their appointment.

**Financial Counselors**

Two financial counselors are covering the CSC weekdays from 6:45 a.m. to 4:30 p.m. Coverage is provided by floor, not specific clinic; they are assigned to specific clinic for work on pre-appointment insurance issues. Volumes are tracked by floor. To contact a counselor call:

- Pager number 899-5604, floors 1 and 3
- Pager number 899-5610, covers floors 2 and 4
There are a total of 172 exam rooms in the building. Available exam rooms can be found through Care Connect, promoting a flexible system of care spaces for all providers and staff to see patients.

**Negative Airflow Rooms**

Negative airflow rooms can be found on the following levels:

- **Level 1:** Lab/Imaging, two consult rooms; one in each area.
- **Level 2:** Masonic Cancer Clinic, three exam rooms in the north arm of the building; Advanced Treatment Area, IV pharmacy, and negative pressure rooms for infusion, Apheresis and SIPC.
- **Level 3:** Four exam rooms located on the north arm of the building supporting solid organ transplant, infectious disease and dermatology; five exam rooms on the south arm of the building, supporting neurology, pulmonary, medicine specialties, cardiology and specialty treatment spaces within the diagnostics and treatment area.
- **Level 4:** Four exam rooms located on the north arm of the building supporting Urology, Primary Care Clinics and Orthopaedics as well as other uses; two exam rooms on the south arm of the building supporting ENT and surgery clinics.
- **Level 5:** Phase 1, two recovery rooms in the south arm of the building.

**Consult Rooms**

There are 23 consult rooms in the facility—16 will be available in Outlook for scheduling. The remaining seven rooms have been set up as resources in Epic and are not available in Outlook.

They should be used for the following purposes:

- Patient/family care and/or education
- Patient-related research
- Interprofessional work

Consult rooms are available on every floor, primarily within the clinic pods.
Valet Parking

Valet hours at the CSC are 5:30 a.m. - 9 p.m. To contact the valet staff, call the cashier station at 612-676-4150. Please refer to these Patient Valet Parking Rates and Payment Options to answer patient questions:

Patient valet parks at CSC

- $6 flat fee
- Patient has three options for payment and car retrieval:
  1. Pay with credit card at kiosk on floors 1 - 5; car automatically called for, proceed to exit, no need to see cashier
  2. Pay with cash at cashier desk; car is called for upon payment
  3. Pay with credit card at cashier desk; car is called for upon payment
- Vehicle is retrieved at west departure door; surgery patients are the exception (see below)

Patient valet parks at Main Hospital or West Bank and takes the shuttle to and departs from CSC

- $6 flat fee
- Patient has two options for payment and car retrieval:
  1. Pay with cash at cashier desk; car is called for upon payment
  2. Pay with credit card at cashier desk; car is called for upon payment
- Vehicle is retrieved at west departure door

Patient self-parks in West Surface Lot (a few self-parking spots are available for short-term use in the West Surface Lot)

- Parking rate based on length of stay:
  - 0-15 minute = no charge
  - Range for parking = $3 - $11
  - More than 7 hours = $11
- Patient has three options for payment:
  1. Pay with cash at cashier desk; chaser ticket provided to exit lot
  2. Pay with credit card at cashier desk; chaser ticket provided to exit lot
  3. Pay with credit card in lane upon exiting the lot

Patient self-parks in the Oak Street Ramp

- Parking rate based on length of stay:
  - 0-15 minute = no charge
  - Range for parking = $3 - $11
  - More than 7 hours = $11
- Patient has two options for payment:
  1. Pay with cash at cashier desk; chaser ticket provided to exit ramp
  2. Pay with credit card at cashier desk; chaser ticket provided to exit ramp
- There is no cashier on duty at the Oak Street Ramp
  - If patients do not pay in the CSC and receive the chaser ticket, they will not receive the reduced Fairview rate. These patients will pay with a credit card in the Oak Street Ramp and the parking fee will be higher.

Note: Validation is no longer required to attain the reduced Fairview parking rate. Patients are used to asking for parking validation; the standard parking rate reflects what used to be the validated parking rate.
Surgery Departure Parking & Valet Workflow

Patient valet parks and uses a credit card to pay and retrieve the car at the fifth floor valet kiosk to pay and retrieve the car

- Patient:
  - Scans valet ticket
  - Swipes credit card
  - Proceeds to first floor surgery departure door on East side of the building
- Valet runner screen shows: → SURGERY, which tells the valet team to return car to surgery departure door on East side of the building

Patient valet parks and uses a credit card to pay and retrieve the car at the first floor valet kiosk near the surgery departure door on East side of the building

- Patient:
  - Scans valet ticket
  - Swipes credit card
  - Remains at first floor surgery departure door on East side of the building
- Valet runner screen shows: → SURGERY, which tells the valet team to return car to surgery departure door on East side of the building

Patient valet parks and uses a credit card to pay and retrieve the car at the first floor cashier desk

- Surgery staff presents valet ticket to cashier and reminds cashier that vehicle goes to surgery departure door on East side of the building
- Cashier swipes credit card and processes transaction
- Cashier calls/radios valet runner room to label vehicle for Surgery Door Delivery
- Surgery staff and patient proceed to first floor surgery departure door
- Valet returns car to surgery departure door on East side of the building

Patient valet parks and uses cash to pay and retrieve the car at the first floor cashier desk

- Surgery staff presents valet ticket to cashier and reminds cashier that vehicle goes to surgery departure door on East side of the building
- Cashier accepts cash payment and processes transaction
- Cashier calls/radios valet runner room to label vehicle for Surgery Door Delivery
- Surgery staff and patient proceed to first floor surgery departure door
- Valet returns car to surgery departure door on East side of the building

Light Rail to Clinics and Surgery Center

Those taking the METRO Green Line should depart at the East Bank Station and walk south on Harvard St. SE toward the Masonic Memorial building stop to catch the Stadium Superblock Circulator.

The Stadium Superblock Circulator runs every 15 minutes between 7 a.m. and 5:30 p.m. and transports passengers from the Masonic Memorial Building stop to the front of the Clinics and Surgery Center. More information is available on the University of Minnesota website.
 Clinics and Surgery Center (CSC) Shuttle Services January 2017

Three different shuttles provide service to the Clinics and Surgery Center:

- **The CSC Shuttle for patients, providers and staff.** Provides service to several locations on the East and West Banks.
- **Employee Shuttle for providers and staff.** Runs from East Bank at VCRC to the West Bank; the shuttle will stop at the CSC on Ontario street upon request. Clarify that it will stop at CSC on West bound trips only.
- **Patient & Family Shuttle.** Provides transport for patients and families on the established route with the addition of the CSC: Masonic Children's Hospital, PWB, CSC, Main Hospital, Ronald McDonald House and Hope Lodge. (Argyle House stop upon request).

Review the chart below for more information, stops and schedule.

<table>
<thead>
<tr>
<th>CSC SHUTTLE STOPS</th>
<th>SHUTTLE ROUTE</th>
<th>MON-FRI SCHEDULE</th>
<th>SAT SCHEDULE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>East:</strong> Two shuttles travel between the CSC, Philips-Wangensteen Building (PWB) and University of Minnesota Medical Center (UMMC/Unit J). Shuttle stops at the Variety Club Research Center (VCRC) upon request. <strong>West:</strong> One shuttle travels between the CSC and University of Minnesota Masonic Children’s Hospital stopping at the hospital’s main entrance at the South Building.</td>
<td><strong>5 a.m. – 8 p.m.</strong> East Bank: Shuttle runs in a continuous loop. Wait time between shuttles is expected to be 5 – 8 minutes; weather and traffic could affect wait times. <strong>West Bank:</strong> Shuttle runs every 20 minutes. Departs from CSC on the hour, 20 and 40 minutes after the hour. Departs from West Bank (South Building) 10, 30 and 50 minutes after the hour.</td>
<td><strong>5:30 a.m. – 7 a.m.</strong> Riders will call Security Dispatch, 612-273-4544 and the CSC shuttle will pick up by request and drop off at all locations. <strong>5:30 a.m. – 7 a.m.</strong> Two shuttles will run on Saturdays; one shuttle dedicated to the East Bank continuous route and one dedicated to the West bank route every 20 minutes following the weekday schedule.</td>
<td></td>
</tr>
</tbody>
</table>
### SHUTTLE STOPS

<table>
<thead>
<tr>
<th>Shuttle Route</th>
<th>SHUTTLE ROUTE</th>
<th>MON-FRI SCHEDULE</th>
<th>SAT SCHEDULE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employee Shuttle</strong></td>
<td>West Bank—West physicians’ lot (2312 S.Sixth St.)&lt;br&gt;West Bank—2512 Building (2512 S. Seventh St.)&lt;br&gt;East Bank—Variety Club Research Center (VCRC) (401 E. River Parkway)</td>
<td>4:20 a.m. – 7:40 p.m.&lt;br&gt;6 a.m. – 5:50 p.m.&lt;br&gt;Shuttles pick up/drop off every 10 minutes&lt;br&gt;4:20 – 6 a.m. and 5:50 – 7:40 p.m.&lt;br&gt;Shuttles pick up/drop off every 20 minutes</td>
<td>No service</td>
</tr>
<tr>
<td>VCRC to West Bank will stop at CSC on Ontario St. upon request. When boarding, request a stop at CSC. West Bank to VCRC will not stop at CSC.</td>
<td>Missed the last shuttle: Call Security Dispatch, 612-273-4544.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Patient &amp; Family Shuttle</strong></td>
<td>East Bank—Hospital (500 Harvard St.)&lt;br&gt;East Bank—Ronald McDonald House (621 Oak St.)&lt;br&gt;East Bank—Hope Lodge (2500 University Ave. SE)&lt;br&gt;East Bank—CSC (909 Fulton)</td>
<td>7:30 a.m. – 7:40 p.m.&lt;br&gt;Every 30 minutes</td>
<td>No service</td>
</tr>
<tr>
<td></td>
<td>Missed the last shuttle: Call Security Dispatch, 612-273-4544, and a Fairview security officer will pick you up.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Light Rail to Clinics and Surgery Center

Those taking the METRO Green Line should depart at the East Bank Station and walk south on Harvard St. SE toward the Masonic Memorial building stop to catch the Stadium Superblock Circulator.

The Stadium Superblock Circulator runs every 15 minutes between 7 a.m. and 5:30 p.m. and transports passengers from the Masonic Memorial Building stop to the front of the Clinics and Surgery Center. More information is available on the University of Minnesota [website](https://www.umn.edu).
Medical Emergency
Upon finding a patient, visitor or staff member exhibiting signs of a medical emergency, employee #1 should call for help, stay with the person and instruct the next responder (employee #2) to call either the Rapid Response Team or 911 first.

Rapid Response Team
To call the Rapid Response Team, press the 888 Emergency button from the nearest phone and request the “Rapid Response Team” to your location. If the nearest phone does not have an 888 Emergency button, dial 888.

When any situation warrants the use of a medication such as an Epi pen, staff must immediately call a rapid response. If medications are taken out of the BLS carts, they may be unavailable when needed by the Rapid Response Team (RRT). It is the clinic’s responsibility to exchange the med kit at the pharmacy and replace in the BLS cart if used. The RRT carries the same medications in their backpack.

Supply chain is always available if supplies are needed; please do not remove items from the BLS cart. If you do need to use the BLS cart, please call supply chain immediately to restock.

Rapid Response Team (RRT) hours are 5:45 a.m. - 9 p.m., Monday – Friday; the team will also be available on Saturday and Sunday from 6:30 a.m. – 6 p.m. Reminder: if there is any question of the level of response that is needed, please call 911 first and then immediately call 888. This will allow an expedited response from paramedics and support from the RRT until they arrive.

For situations that require Police, Fire or Ambulance
- Dial 911 from the nearest phone and state nature of the emergency.
- Dial 612-624-2677 for non-emergency

Health East Non-Emergent Transport: 651-232-1717
- The Health East dispatcher will need to know the following:
  - Reason for transport
  - Time patient will be ready for transport
  - Patient name
  - Location
  - Destination
  - Special equipment required (vent, medication, pump)
  - Bariatric transport (greater than 350 lbs)

When transferring a patient to the hospital via EMS, whether 911 or Health East, clinical staff are responsible for calling in a nursing report to the receiving hospital unit, including the Emergency Department. Even if the providers have called the ED physician, staff are obligated to call and inform the hospital nursing staff; this handoff is required to best serve our patients.

When any situations warrants the use of a medication such as an Epi pen, staff must immediately call a rapid response. If medications are taken out of the BLS carts, they may not be available when needed by the Rapid Response Team (RRT). The RRT carries the same medications in their backpack.

Supplies in the BLS carts should only be used for rapid response. Supply chain is always available if supplies are needed, please do not remove items from the BLS cart. If you do need to use the BLS cart, please call supply chain immediately to restock.
Security
The Clinics and Surgery Center is controlled and monitored by various security devices including IP video, card access, pharmacy duress buttons and door monitoring. The security plan is intended to mitigate high-risk areas, protect property and provide a safe and secure environment for our patients, staff and visitors.

Security presence in the Clinics and Surgery Center:

- A security officer from the Fairview Security Team is present on site, Monday through Friday, 1:30 - 10 p.m. Key duties for this officer will include:
  - Multiple building rounds, including an end of day final round
  - Respond to emergent and non-emergent security presence requests
  - Assist with severe weather monitoring and emergency management
  - Assist with Lost and Found transactions
  - Will be a member of the Rapid Response Team

- Contacting Clinics and Surgery Center security
  - 612-273-4544 (questions or informational inquiries)
  - Emergency button on phones or dial 888
  - Call 911 immediately for any of these situations: active violence, threats of violence, assault or theft. Call security after.

- When to call security
  - Deficiencies related to the security system should be reported to Fairview Security (security@fairview.org) or 612-273-4544
  - Patient issues involving behavior that has not yet reached the Behavioral Health (BH) team
  - When the BH team is active
  - Questions about service or security technology

- Anticipated response times
  - Routine non-emergency need: 12 minutes*
  - Emergency need: 8 minutes*
  - *Pending weather or traffic condition

You can request help from security by calling 612-273-4544, activating the emergency button located on the phone or calling the facility help desk 612-676-4000.

Fairview Security will conduct building security tours of the facility at regular intervals. During these tours, security staff will check for badge identification compliance, safety hazards, security concerns, suspicious activity and other items that may impact the safety and security of the facility.

Lock Down Procedures
The facility will be programmed to lock external entrances via the card access system. The lockdown can be initiated at either the help desk or security dispatch.

Customized Access
Depending on where you work in the facility, access will be granted to complete your specific responsibilities.

Access to the building is separated into several categories:

- **Sensitive Areas** (IT rooms, communication rooms, equipment rooms, pharmacy related areas, surgery) Access is limited to these areas.
- **Department Specific** (areas that only certain departments require access to).
- **Vendor Specific** (areas that vendors in the building require to complete their tasks).
- **All staff** (areas that all staff may access).
Badges/Card Access
Fairview Security will work with individual departments and delegates to create satisfactory card access clearances to meet department needs within the framework of this document and recognized security practices.

Staff that is issued either access cards or hard keys has a responsibility to keep areas secure by not granting access to others, propping doors open or leaving spaces unlocked.

All building staff are required to wear the appropriate photo ID badge at all times when on property.

Please follow these steps if you need help with an access badge:

- If you are an employee having problems using your access badge (Indala card), ask your supervisor to email the issues to security@fairview.org.
- If you are a provider having problems using your access badge (Indala card), email the issues to security@fairview.org directly and indicate you are a provider.
- Providers and staff can obtain new access badges (Indala cards) in the CSC Mailroom (Room 1-282) from 9 - 11 a.m., Monday - Friday or by appointment (CSCMailroom@umphysicians.umn.edu). New badges also can be obtained at the Fairview East Bank or West Bank parking offices during business hours. The East Bank parking office is located in the Mayo Building (B340), hours 7:30 a.m. - 4:00 p.m., Monday - Friday; the West Bank office is located in East Building (MB213), hours 7:30 a.m. - 4:30 p.m., Monday - Friday.

Security Information
The facility security program features various security controls, including security staff and the latest in security technology. This program is critical to maximizing conditions for a safe and secure environment.

- IP Video Cameras: There are multiple cameras throughout the facility. Surveillance areas include much of the common areas, back of house, perimeter, elevators and sensitive areas. Video is recorded and stored for a predetermined time.
- Card Access: Card access is used throughout the facility, which will reduce dependence on physical keys. Staff will be provided appropriate access to areas required in order to perform their job, without experiencing undue inconvenience.
- Door Monitoring: Many of the doors in the facility are monitored so that if keys are used to by-pass the card reader, or if a door is forced open, an alarm is dispatched for security response.
- Duress Buttons (Pharmacy Only): Duress buttons located in the pharmacy send an alarm to security dispatch for response from security or law enforcement.
- Fairview Security staff: Security staff responds to alarms and service calls. This may include alarm activation, suspicious activity, behavioral codes or other related security incidents.
## Hours of Operation

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>MONDAY-FRIDAY</th>
<th>SATURDAY</th>
<th>SUNDAY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Patient Appointment Hours</td>
<td>Staff Hours</td>
<td>Patient Appointment Hours</td>
</tr>
<tr>
<td>Ambulatory Clinics</td>
<td>7 AM – 7 PM</td>
<td>6 AM – 8 PM</td>
<td>8 AM – 12 PM</td>
</tr>
<tr>
<td>ASC and Procedure Center</td>
<td>7 AM – 5 PM</td>
<td>6 AM – 8 PM</td>
<td></td>
</tr>
<tr>
<td>Advanced Treatment Center</td>
<td>7 AM – 7 PM (M-Th)</td>
<td>7 AM – 5 PM (F)</td>
<td>7 AM – 3:30 PM</td>
</tr>
<tr>
<td>Pharmacy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infusion Pharmacy (2nd Floor)</td>
<td>7 AM – 7 PM</td>
<td>6:30 AM – 7 PM</td>
<td>7:30AM – 3:00 PM</td>
</tr>
<tr>
<td>Retail Pharmacy (1st Floor)</td>
<td>7 AM – 8 PM</td>
<td>7 AM – 8 PM</td>
<td>8 AM – 1 PM</td>
</tr>
<tr>
<td>Lab</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acute Care Lab (1st Floor)</td>
<td>6 AM – 7 PM</td>
<td>5 AM – 8PM</td>
<td>7AM – 12PM</td>
</tr>
<tr>
<td>ASC Lab (5th Floor)</td>
<td>7 AM – 4 PM</td>
<td>7 AM – 4 PM</td>
<td></td>
</tr>
<tr>
<td>Cytology (1st &amp; 4th Floors)</td>
<td>8 AM – 4 PM</td>
<td>8 AM – 4 PM</td>
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<tr>
<td>Imaging</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>CT</td>
<td>6:30 AM – 8:30 PM</td>
<td>7 AM – 9 PM</td>
<td>7 AM – 3:30 PM</td>
</tr>
<tr>
<td>MR</td>
<td>6:30 AM – 8:30 PM</td>
<td>7 AM – 9 PM</td>
<td>7 AM – 6 PM</td>
</tr>
<tr>
<td>US</td>
<td>6:30 AM – 8:30 PM</td>
<td>7 AM – 9 PM</td>
<td>7 AM – 3:30 PM</td>
</tr>
<tr>
<td>x-ray</td>
<td>6:30 AM – 8:30 PM</td>
<td>7 AM – 9 PM</td>
<td>7 AM – 3:30 PM</td>
</tr>
<tr>
<td>Fluoro/Procedures</td>
<td>6:30 AM – 8:30 PM</td>
<td>7 AM – 4:30 PM</td>
<td></td>
</tr>
<tr>
<td>ASC Support</td>
<td>6:30 AM – 8:30 PM</td>
<td>7 AM – 7:00 PM</td>
<td></td>
</tr>
<tr>
<td>US procedures</td>
<td>6:30 AM – 8:30 PM</td>
<td>7 AM – 4:30 PM</td>
<td></td>
</tr>
</tbody>
</table>

*Acute lab staff are available to support testing for the Advanced Treatment Center.

**NOTES**
- For clinics, patient appointment hours represent patient care hours. Last appointments are expected to start between 6 and 7 p.m.
- For the Surgery Center, patient appointment hours represent the first and last case start time.
- For the Acute Care Laboratory (1st Floor), the patient appointment hours represent the first and last patient appointment time.
- For the ASC Lab, the patient appointment hours represent the hours the lab will be staffed to receive specimens.
- For Imaging, the patient appointment hours represent the first and last patient appointment time.
- For Retail Pharmacy, the patient appointment hours represent the service hours for patients and customers; hours will be reviewed and adjusted based on volume.
- For Infusion Pharmacy, the patient appointment hours represent the hours that the pharmacy will provided services to patients.
- Staff schedules will be staggered to provide coverage for the staff hours.
- Valet hours will be review and adjusted based on level of service.